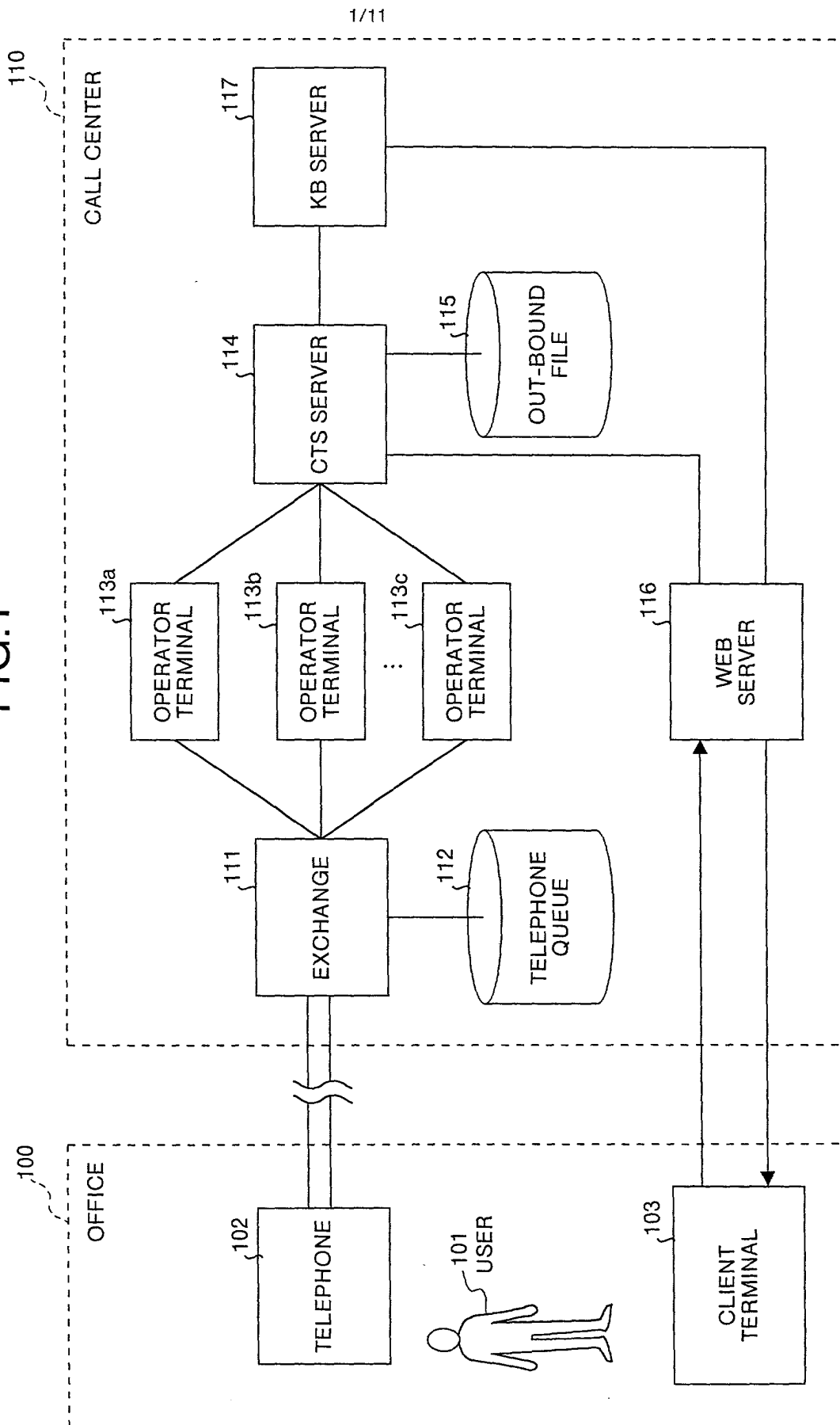


FIG. 1



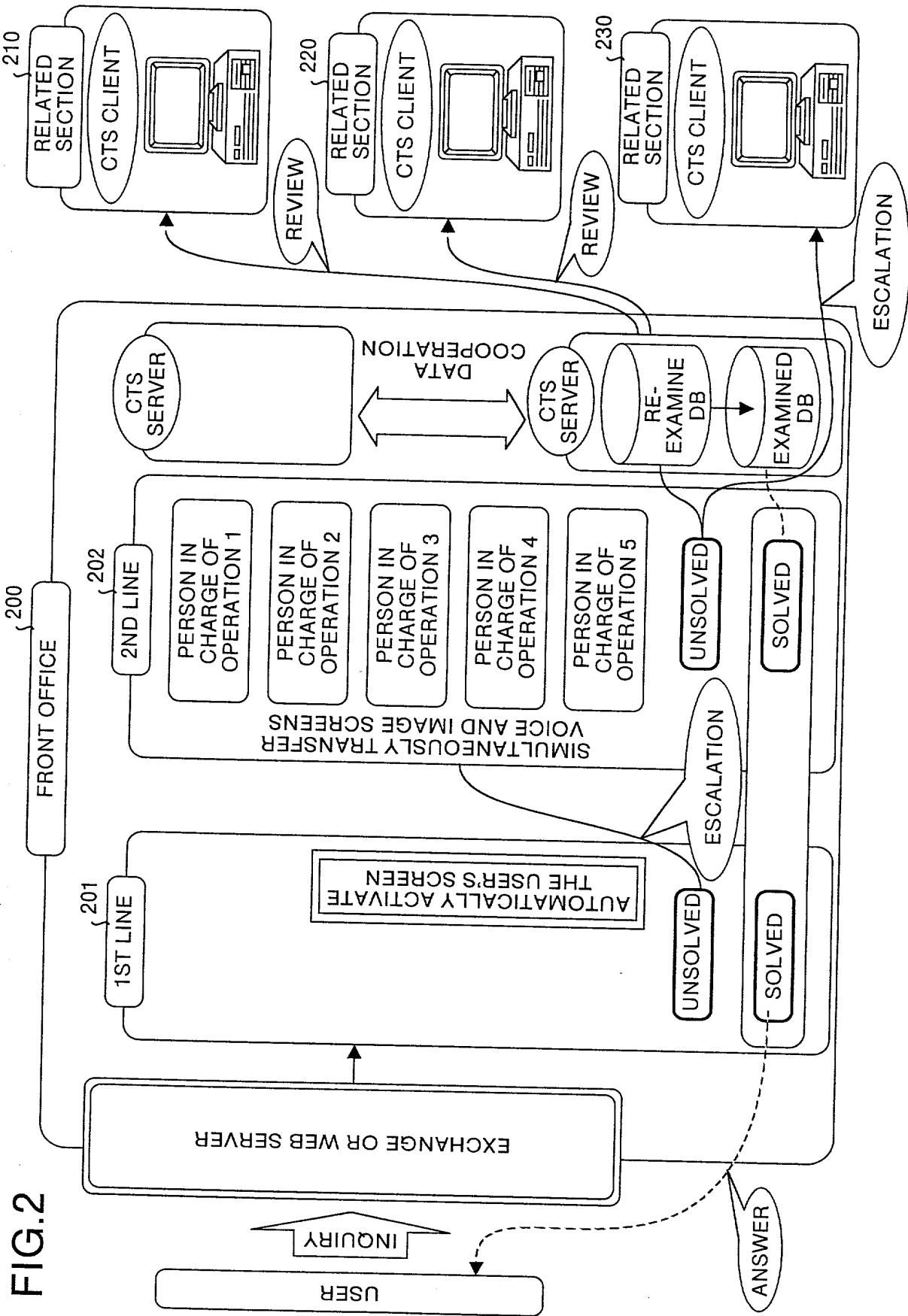


FIG. 3

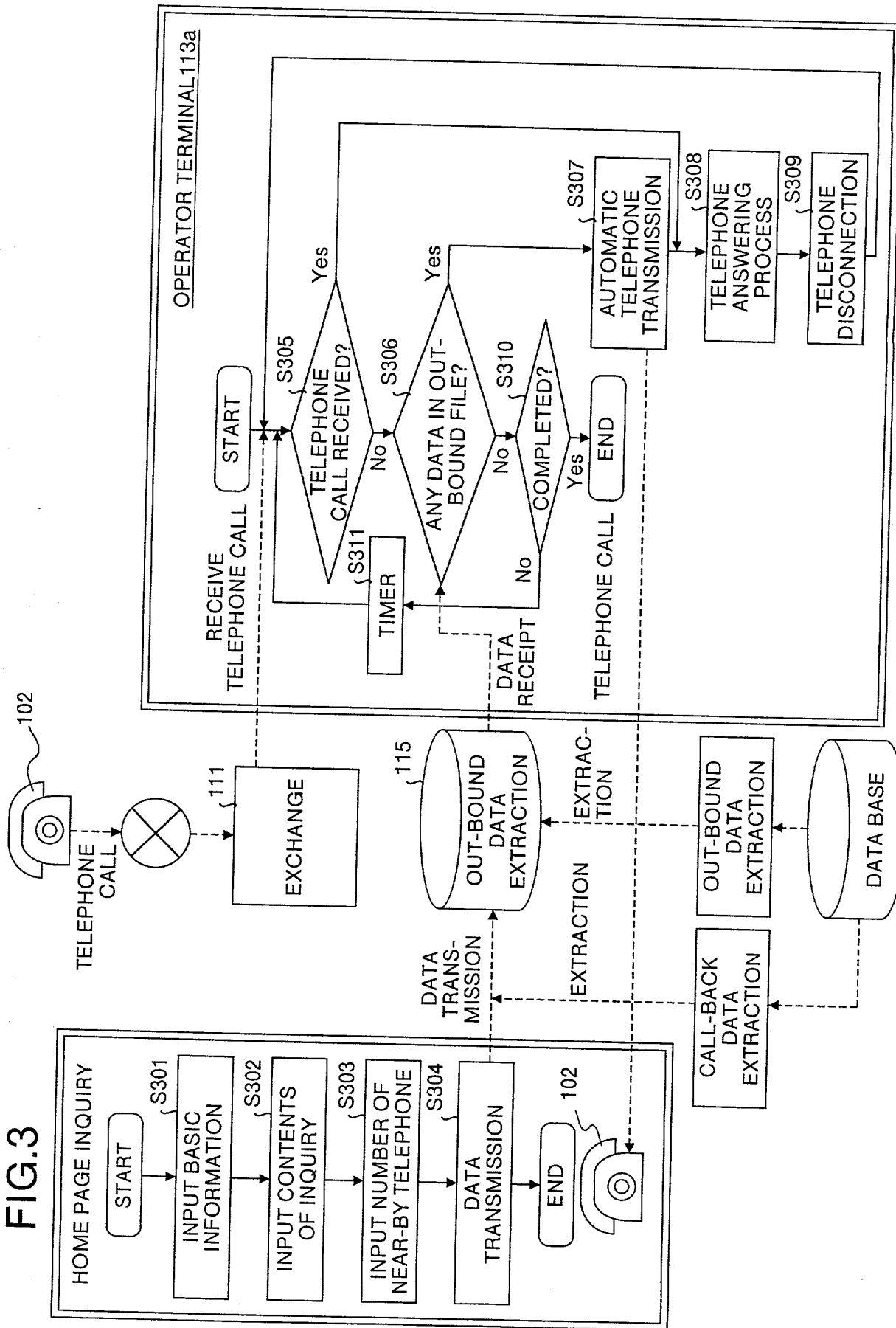


FIG.5

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)

LINK

ITOU-KAIHATSU

JOB HOLDER

DEFAULT

QUEUE

QUEUE LIST IN CHARGE

QUEUE LIST

ACCOUNTING SECTION

STOCK PARTS

TYPE ID STATE ELAPSED TIME (DAY) USER CODE NAME CATEGORY

271 OPEN 021 0027

999999 ANONYMOUS BUSINESS 1

WINDOWS UPDATE INTERNET START

CALL RECEIVED

PLEASE ANSWER THE CALL

RESPONSE

DURING RECEIPT

PRESS THE BOTTON

SYSTEM 228

FIG.6

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)	
A	
LINK	
WINDOWS UPDATE INTERNET START	
CASE NAME UNSET 4	
USER CODE : 201808 BUSINESS TYPE CODE : 1234 OFFICE BUILDING : OUTSIDE SYSTEM DUMMY OFFICE (9990)	NAME IN CHINESE CHARACTERS : 清水 祐子 DEPARTMENT : 1234 CLASS : DATE OF FILE : 2000/01/26 19:04:33
NAME IN KANA CHARACTERS : シミズ ヒロコ RETRIEVAL OF USER : ANONYMOUS CLEAR	ENROLLED COMPANY : TELEPHONE NUMBER : 0123-45-6789
CASE RETRIEVE PAST CASE	
FORM OF INQUIRY : SECTION 1 CATEGORY : BUSINESS 1 EVALUATION : NONE	CONTENTS OF INQUIRY :
CONTENTS OF ANSWER :	CONTENTS OF ANSWER :
MAIL ANSWER RECEIVING END ADDRESS	TRANSMISSION HISTORY : [UN-TRANSMISSION] MAIL TRANSMISSION
STAND-BY	CASE NAME UNSET 4 SYSTEM 19:20

FIG. 7

401

NEW INQUIRY

FILE(E) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)

LINK

ADDRESS http://jinji1/ht

WINDOWS UPDATE INTERNET START CH

NEW INQUIRY

1. INPUT PERSONAL DATA

※IF USER CODE IS INPUTTED, IT IS NOT NECESSARY TO INPUT THE OTHER ITEMS

※PLEASE INPUT ONLY NECESSARY ITEMS

★USER CODE 201806

※PLEASE INPUT USER CODE BY USING HALF-SIZE FIGURES

701

COMPANY NAME

DEPARTMENT

POST

2. INPUT YOUR INQUIRY

CONTENTS OF INQUIRY SECTION 1 CATEGORY BUSINESS 1

CONTENTS OF INQUIRY

702

AT PRESENT, I AM ON MATERNITY LEAVE, BUT I'LL SOON RETURN TO MY OLD JOB
PLEASE TELL ME THE RELATED PROCEDURES

PAGE DISPLAYED

INTRANET ZONE

FIG. 8

NEW INQUIRY

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)

http://jinji1/ht

LINK

WINDOWS UPDATE INTERNET START CH

AT PRESENT,I AM ON MATERNITY LEAVE, BUT I'LL SOON RETURN TO MY OLD JOB PLEASE TELL ME THE RELATED PROCEDURES

3. RETRIEVE INQUIRY

☆RETRIEVAL BASED UPON SOLUTION
THIS SYSTEM RETRIEVES PAST CASES FOR THE CONTENTS OF INQUIRY

TO SOLUTION RETRIEVE SCREEN

☆INQUIRY TO CALL CENTER
THE ABOVE-MENTIONED CONTENTS OF INQUIRY ARE TRANSMITTED PLEASE SPECIFY A METHOD TO ANSWER
※PLEASE INPUT BY HALF-SIZE FIGURES

☆INQUIRY BY TELEPHONE (SERVICE TIME ZONE: 8:40 TO 19:00)
YOU WILL HAVE A RETURN CALL TO SPECIFIED TELEPHONE NUMBER IMMEDIATELY FROM CALL CENTER. IF WE CANNOT CALL YOU FOR ANY REASON, WE WILL NOTIFY YOU OF THE STATE THROUGH AN E-MAIL

YOUR TELEPHONE NUMBER 0123-45-6789 703

E-MAIL ADDRESS shimizu@xx.co.jp

INQUIRY THROUGH E-MAIL
WE WILL GIVE YOU AN ANSWER ABOUT THE INQUIRY BY E-MAIL

E-MAIL ADDRESS FOR ANSWER

TRANSMIT RESET

PAGE DISPLAYED

INTRANET ZONE

FIG.9

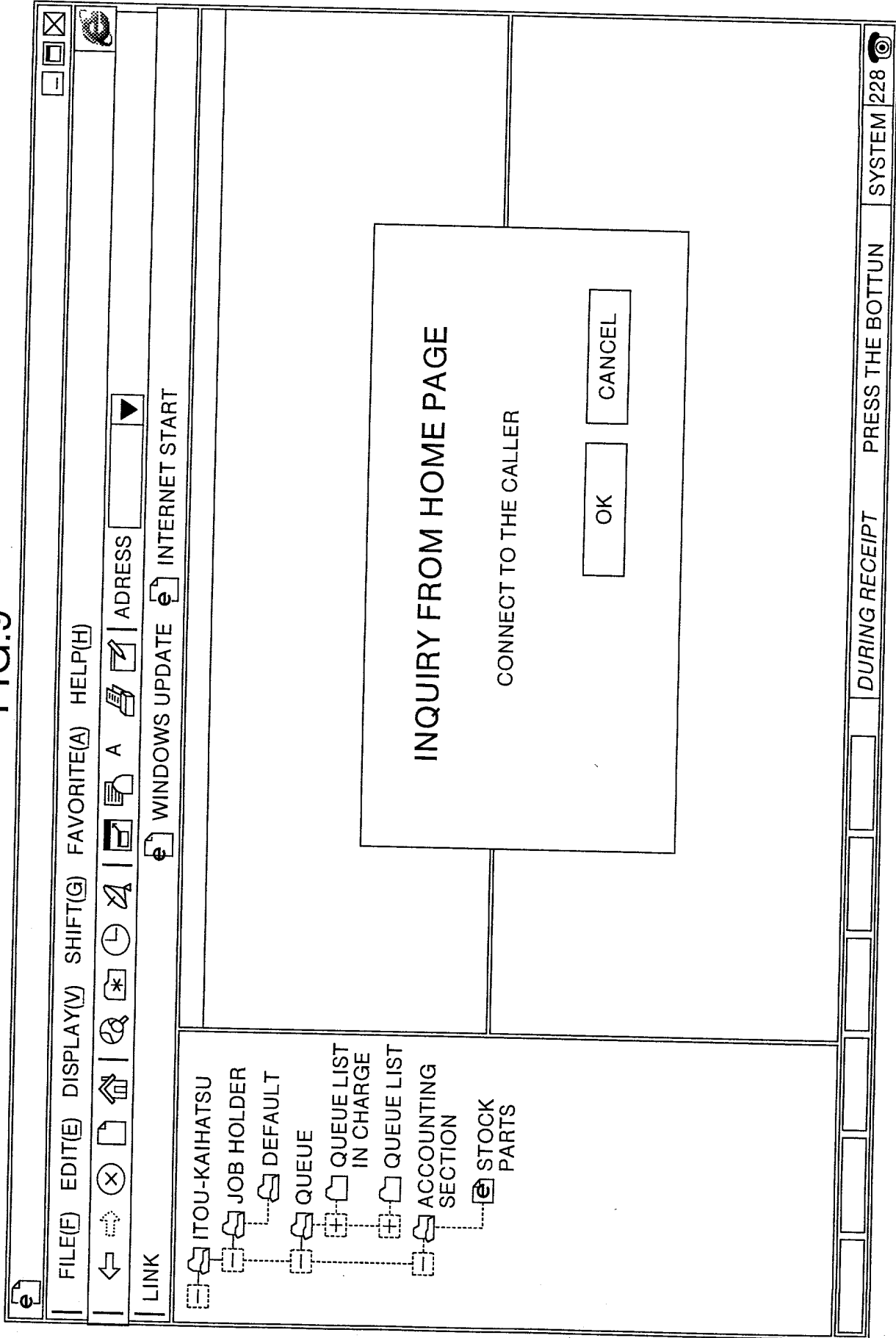


FIG.10

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)													
LINK													
WINDOWS UPDATE INTERNET START													
CASE NAME UNSET 4													
USER CODE : 201808 BUSINESS TYPE CODE : 1234 OFFICE BUILDING : OUTSIDE SYSTEM DUMMY OFFICE (9990)	NAME IN CHINESE CHARACTERS : 清水 祐子 DEPARTMENT : 1234 CLASS : DATE OF FILE : 2000/01/26 19:04:33												
NAME IN KANA CHARACTERS : シミズ ヒロコ ENROLLED COMPANY : RETRIEVAL OF USER ANONYMOUS CLEAR													
TELEPHONE NUMBER : 0123-45-6789													
<table border="1"> <tr> <td>CASE</td> <td>RETRIEVE</td> <td>PAST CASE</td> </tr> <tr> <td colspan="3"> FORM OF INQUIRY : SECTION 1 CATEGORY : BUSINESS 1 EVALUATION : NONE </td> </tr> <tr> <td colspan="3"> CONTENTS OF INQUIRY : <div> <div> AT PRESENT, I AM ON MATERNITY LEAVE , BUT I'LL SOON RETURN TO MY OLD JOB PLEASE TELL ME THE RELATED PROCEDURES. </div> <div> CONTENTS OF ANSWER : <div> <div>MAIL ANSWER RECEIVING END ADDRESS</div> <div>shimizu@xx.co.jp</div> </div> <div> TRANSMISSION HISTORY : [UN-TRANSMISSION] <div>MAIL TRANSMISSION</div> </div> </div> </div></td> </tr> <tr> <td colspan="3"> NEXT CASE STORE CASE ACQUIRE SOLUTION ESCALATION JOB REQUEST CALL-BACK SOLUTION END CLOSE </td> </tr> </table>		CASE	RETRIEVE	PAST CASE	FORM OF INQUIRY : SECTION 1 CATEGORY : BUSINESS 1 EVALUATION : NONE			CONTENTS OF INQUIRY : <div> <div> AT PRESENT, I AM ON MATERNITY LEAVE , BUT I'LL SOON RETURN TO MY OLD JOB PLEASE TELL ME THE RELATED PROCEDURES. </div> <div> CONTENTS OF ANSWER : <div> <div>MAIL ANSWER RECEIVING END ADDRESS</div> <div>shimizu@xx.co.jp</div> </div> <div> TRANSMISSION HISTORY : [UN-TRANSMISSION] <div>MAIL TRANSMISSION</div> </div> </div> </div>			NEXT CASE STORE CASE ACQUIRE SOLUTION ESCALATION JOB REQUEST CALL-BACK SOLUTION END CLOSE		
CASE	RETRIEVE	PAST CASE											
FORM OF INQUIRY : SECTION 1 CATEGORY : BUSINESS 1 EVALUATION : NONE													
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NEXT CASE STORE CASE ACQUIRE SOLUTION ESCALATION JOB REQUEST CALL-BACK SOLUTION END CLOSE													
STAND-BY													
CASE NAME UNSET 4													
SYSTEM 19:20													

FIG.11

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)	
LINK	
CASE NAME UNSET 4	
USER CODE : 201808 BUSINESS TYPE CODE : 1234 OFFICE BUILDING : OUTSIDE SYSTEM DUMMY OFFICE (9990)	NAME IN CHINESE CHARACTERS : 清水 祐子 DEPARTMENT : 1234 CLASS : <div>▼</div> DATE OF FILE : 2000/01/26 19:04:33
NAME IN KANA CHARACTERS : シミズ ヒロコ ENROLLED COMPANY : <div>RETRIEVAL OF USER</div> <div>ANONYMOUS</div> <div>CLEAR</div>	
TELEPHONE NUMBER : 0123-45-6789	
<div> <div>CASE</div> <div>RETRIEVE</div> <div>PAST CASE</div> </div> <div> FORM OF INQUIRY : SECTION 1 <div>▼</div> CATEGORY : BUSINESS 1 <div>▼</div> EVALUATION : NONE <div>▼</div> </div> <div> CONTENTS OF INQUIRY : AT PRESENT, I AM ON MATERNITY LEAVE . BUT I'LL SOON RETURN TO MY OLD JOB PLEASE TELL ME THE RELATED PROCEDURES </div> <div> CONTENTS OF ANSWER : AFTER RETURNING TO WORK, PLEASE INPUT NECESSARY ITEMS IN ACCORDANCE WITH THE MENU SCREEN IN AN XX SYSTEM WORKING CONDITIONS WILL BE DETERMINED BY YOUR SUPERIOR; THEREFORE, PLEASE GET IN TOUCH WITH HIM OR HER </div> <div> MAIL ANSWER RECEIVING END ADDRESS : shimizu@xx.co.jp </div> <div> TRANSMISSION HISTORY : [UN-TRANSMISSION] <div>MAIL TRANSMISSION</div> </div> <div> <div>NEXT CASE</div> <div>STORE CASE</div> <div>RETRIEVE FTS</div> <div>RETRIEVE SB</div> <div>ACQUIRE SOLUTION</div> <div>ESCALATION</div> <div>JOB REQUEST</div> <div>CALL-BACK</div> <div>SOLUTION END</div> <div>CLOSE</div> </div>	
STAND-BY	CASE NAME UNSET 4 SYSTEM 19:20